

Contractor Verification System

Roles and Responsibilities

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1 Roles and Responsibilities

1.1 Defense Manpower Data Center (DMDC)

DMDC (as the DEERS/RAPIDS administrator), is chartered with maintaining and operating the CVS infrastructure.

1.2 Service Point of Contact (SPOC)

The SPOC is the appointed focal point for day-to-day CVS management and operation. SPOC responsibilities include these general areas:

- Managing the CVS within their Service/Agency;
- Coordinating with the Defense Manpower Data Center (DMDC);
- Establishing sites with CVS capability, overseeing TASM registration, and ensuring other required field support.

Specific SPOC responsibilities include:

- Meeting SPOC position requirements as specified in Section 5.2.
- Administering the CVS within their service/agency, including entering and updating Site Identification (site ID) numbers and Trusted Agent Security Managers (TASMs).
- Coordinating:
 - ○ Requests for new or additional CVS capability between service/agency and the DMDC.
 - ○ Coordinate with the DMDC Security Team (DST) to register and/or remove site IDs and TASMs.
- Creating policies, operating procedures and other supporting documentation as required for the service/agency specific implementation.

1.3 Trusted Agent Security Manager (TASM)

The SPOC appoints each site TASM. TASMs are responsible for user management and administration at their specific site. Each site may only have two TASMs—a primary and an alternate.

TASMs are responsible for:

- Meeting TASM position requirements as specified in Section 5.3.
- Performing as a Trusted Agent.
- Troubleshooting CVS questions/issues for their site
- Managing all TASM and TA users for CVS assigned to their site.
- Training an alternate site TASM and all TAs operating CVS.

- Providing visibility for the CVS program at their site. The TASM may accomplish this via staff call, a newsletter or website, or another effective means. Information should include the CVS location, hours of operation, telephone numbers, and other pertinent data.
- Submitting requests via their SPOC for new or additional CVS capability.
- Coordinating all CVS matters with SPOC.
- Notifying the:
 - SPOC, DMDC Support Center of any CVS outage loss.
 - SPOC or DMDC Support Center immediately of any suspected or known CVS system compromise.
- Ensuring positive identification of all Site TAs.

1.4 CVS Trusted Agent (TA)

The TA's primary role in the field is threefold:

- Begin the process to establish a contractor's identity in DEERS;
- Establish a contractor's need for logical/physical access to either a DoD network or facility;
- Establish the affiliation of the contractor with the service/agency.

TAs are responsible for:

- Meeting TA position requirements (specified in Section 5.4).
- Ensuring positive identification of all contractors requesting a Common Access Card.
- Notifying the:
 - TASM of site capability loss.
 - TASM, SPOC, or DMDC Support Center of any suspected or known CVS system compromise.
 - TASM of any malfunctions or anomalies with CVS (TAs should contact the DMDC Support Center when the local TASM is unavailable).

2 Site Registration

2.1 Site Definition

A CVS site (sometimes referred to as a site ID) is defined as a logical collection of CVS users under the organizational control of a CVS TASM.

Each TASM or TA is authorized specific rights and privileges within the CVS application. For this reason, TASMs have administrative privileges only for TAs on the site to which they are assigned. They may not administer TAs from other sites.

2.2 SPOC Requests to DEERS

Site registration is initiated by the SPOC for potential sites under their control. This is accomplished via completing and forwarding the CVS Request for Site ID Registration Worksheet. Completing all worksheet fields is required to successfully register a site. The worksheet is completed for each site and subsequently forwarded to the DMDC Security Team (DST) for processing via a digitally signed email message.

INTERNAL REFERENCE ONLY:

Email: fieldiel@osd.pentagon.mil (Please send digitally signed and encrypted)
amy.lilly@osd.pentagon.mil

2.3 DEERS Turn-Around

DMDC processes batch changes to site IDs and CVS users on a nightly basis. At least 48 hours should be allowed for new site and new accounts to become effective. After 48 hours, if changes have not taken effect, the SPOC should contact the DST to facilitate correction.

2.4 Site ID Notification

After successfully establishing site registration, the DST notifies the SPOC of the new site ID number.

3 TASM Registration

3.1 TASM Registration Request

TASM registration is completed by the SPOC for sites under their control. This registration requires completing and forwarding the Request for CVS TASM Access Form (see Appendix B) to the DMDC Security Team. Completing all request form fields is required to successfully register the TASM. Each completed TASM request form must be forwarded to the DMDC Security Team via a digitally signed and encrypted email message.

INTERNAL REFERENCE ONLY:

Email: fieldiel@osd.pentagon.mil (Please send digitally signed and encrypted)
amy.lilly@osd.pentagon.mil

3.2 SPOC Request to DEERS

After the SPOC receives the digitally signed and encrypted email containing the TASM registration request form, the SPOC reviews it for qualifications criteria (see Section 1.3) and completeness.

- If the request is suitable, the SPOC forwards it to the DMDC Security Team

(DST) for processing via a digitally signed and encrypted email message

- If the request does not meet the qualification requirements or is incomplete, the SPOC responds to the candidate with the justification(s) and coordinates resubmitting a corrected request.

3.3 DEERS Turn-Around

Requestors should allow at least 48 hours for changes to become effective, since DMDC processes batch changes to site IDs and users on a nightly basis.

3.4 TASM Registration Notification

As no DEERS capability currently exists to verify successful registration, CVS user authentication is the sole confirmation method. The TASM's account information (userid, password, and site id) are sent U.S. Mail to the SPOC. This applies only to those individuals who will be new account holders.

3.5 Updating TASM Information

Periodically, TASM demographic information (such as telephone number or email address) must be updated. This is accomplished via TASM update request form submission (see Appendix B) to the SPOC. Forms will be submitted via digitally signed and encrypted email.

Note: Allow at least 48 hours for DEERS changes to become effective, since the DEERS processes batch changes to site IDs and TASMs on a nightly basis.

3.6 Criteria and Procedures for TASM Removal

TASMs are removed from the CVS application and privileges revoked under any of the following circumstances. TASM:

- Is under investigation (or has been convicted) of any offense punishable by the Uniformed Code of Military Justice (UCMJ) or equivalent civilian law.
- Has been relieved of duty.
- Has left military service or has otherwise become disassociated with the service/agency.
- Has transferred out of the organization.

SPOC must institute procedures for identifying TASMs requiring removal.

Note: At least one TASM must be assigned to each site ID to ensure CVS capability. If a TASM's removal will result in CVS capability being lost for the site, the SPOC identifies a replacement TASM for registration prior to the revocation action.

The SPOC coordinates with the DST to ensure timely revocation, using similar procedures as those for TASM registration.

Note: Requestors should allow at least 48 hours for DEERS changes to become effective, since DMDC processes batch changes to site IDs and users on a nightly basis.

4 TA Registration

Unlike TASMs, TAs do not have CVS administrative privileges. TAs:

- Are restricted to managing the contractor applications for those individuals requesting a Common Access Card.

- Receive on-the-job training from one of the site's TASMs or other TA. This training may occur at registration time, or, since registration may take at least 48 hours to take effect, be conducted subsequently.

4.1 TA Identification and Qualifications

Potential TAs must meet minimum qualifications (see Section 5.4). Once identified, the TASM must complete and conduct the TA registration.

4.2 TA Registration

A site TASM registers TAs directly via the CVS Security Online user administration website. The CVS Standard Operating Procedures/User's Guide provides specific TA registration instructions. The TA's account information (userid, password, and site id) are sent U.S. Mail to the SPOC. This applies only to those individuals who will be new account holders.

4.3 Updating TA Information

Periodically, TA personal information (such as telephone number or email address) may require updating. The site TASM updates this information using the CVS Security Online user administration website. The CVS Standard Operating Procedures/User's Guide provides specific TA personal information update instructions.

4.4 Criteria and Actions for TA Removal

A TA must be removed from the CVS website and privileges revoked if the TA:

- Is under investigation (or has been convicted) of any offense punishable by the Uniformed Code of Military Justice (UCMJ) or equivalent civilian law.

- Has been relieved of duty.

- Has left military or civil service or has otherwise become disassociated with the service/agency.

- Has transferred out of the organization.

5 Personnel Controls

5.1 Background, Qualifications, Experience, and Clearance Requirements

CVS managers and users must meet the following minimum requirements.

5.2 SPOC

The CVS SPOC must:

- Be a U.S. Citizen.

- Be a DoD uniformed service member, DoD civilian, or contractor working for the Service/agency.

- Be capable of sending and receiving digitally signed and encrypted email. Be a CAC holder.

- Be a CAC holder.

- Have a working knowledge of Service/agency structure, including populations and missions of Service/agency posts and sites.

- Be familiar with Public Key Infrastructure (PKI), the CAC issuance process, and the Service/agency's CVS process policy.

- Have not been convicted of a felony offense.

- Have had a National Agency Check (NAC) background investigation performed.

- Have not knowingly been denied a security clearance or had a security clearance revoked.

- Be trustworthy.

- Have a minimum of 12 months of retainability.

5.3 TASM

A Trusted Agent Security Manager must:

Be a U.S. Citizen.

Be a DoD uniformed service member or DoD civilian working for the Service/agency.

Be capable of sending and receiving digitally signed and encrypted email.

Be a CAC holder.

Have a working knowledge of the structure of the site under their control, including unit populations and missions.

Have had a National Agency Check (NAC) background investigation performed.

Have completed CVS TASM training.

Have not been convicted of a felony offense.

Have not knowingly been denied a security clearance or had a security clearance revoked.

Be trustworthy.

Have a minimum of 12 months of retainability.

5.4 TA

A CVS Trusted Agent must:

Be a U.S. Citizen.

Be a DoD uniformed service member or DoD civilian working for the Service/agency.

Be a CAC holder.

Have completed hands-on CVS training (administered by the site TASM) or another TA.

Have not been convicted of a felony offense.

Have not knowingly been denied a security clearance or had a security clearance revoked.

Be trustworthy.

Appendix A CVS Site Registration Form CVS Site Identification Registration Request

From (POC): Date:
Address:

Phone:
fax: Email:

To: DMDC Support Center

ATTN: DEERS Security Team
1600 North Beauregard Street Suite 100 Alexandria, VA 22311

Subject: **Request for Contractor Verification System (CVS) Site-ID:**

Registration Removal

Section I: (To be completed by the Service/Agency POC)

Site Name:

Site Point of Contact

Last Name: First Name:

Telephone: () - DSN: -

Email address: @

Site Address 1:

Site Address 2:

City: State: Zip Code: Country:

Service/Organization (Choose One):

Army Air Force Navy Marine Corps DoD Coast Guard

Approved by: Date Approved:

Section II: (To be completed by DEERS Security Office)

Approved by: Site ID #:

Appendix B - Request for CVS TASM Access Form

CVS Trusted Agent Security Manager Request

From: SPOC or TASM Date:

Address Line 1:

Address Line 2:

City: State: Zip Code: Country:

To: DMDC Support Center

ATTN: DEERS Security Team

1600 North Beauregard Street Suite 100 Alexandria, VA 22311

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 133 and E.O. 9397

PRINCIPAL PURPOSE(S): Collection of social security numbers and other personal identifiers is used to ensure positive identification of individuals in order to successfully register them as CVS users.

ROUTINE USES: In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, these records or information contained therein may specifically be disclosed outside the DoD as a routine use as follows: The "Blanket Routine Uses" set forth at the beginning of OSD's compilation of systems of records notices apply to this system. The Federal, State agencies and private entities, as necessary, on matters relating to securing information during the conduct of official business, utilization review, professional quality assurance, program integrity, civil and criminal litigation, and access to Federal government facilities, computer systems networks, and controlled areas.

DISCLOSURE: Voluntary; however, failure to provide this information will result in failure to register an individual as a CVS user.

Section I (To be completed by the SPOC or TASM):

Site ID:

TASM Last Name: First Name: MI:

Social Security Number: - - Designation: Primary Alternate

Telephone: () - DSN: -

Email address: @

Address Line 1:

Address Line 2:

City: State: Zip Code: Country:

Section II: (To be completed by the SPOC)

Approved by: Date Approved:

Section III: (To be completed by the DEERS Security Team)

Approved by: Date Approved:

CVS Trusted Agent Security Manager Request
From: SPOC or TASM Date:

From: SPOC or TASM

Date:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Country:

To: DMDC Support Center

ATTN: DEERS Security Team

1600 North Beauregard Street

Suite 100

Alexandria, VA 22311

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DISCLOSURE: Voluntary; however, failure to provide this information will result in failure to register an individual as a CVS user.

Section I (To be completed by the SPOC or TASM):

Site ID:

TASM Last Name:

First Name:

MI:

Social Security Number:

- -

Designation: Primary ☐ Alternate ☐

Telephone: () -

DSN: -

Email address: @

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Country:

Section II: (To be completed by the SPOC)

Approved by:

Date Approved:

Section III: (To be completed by the DEERS Security Team)

Approved by:

Date Approved: